



District of Columbia

**FY 2007 Performance
Accountability Reports**

**Committee on Public Services and
Consumer Affairs**

January 2008

FY 2007 Performance Accountability Reports' Status

Code	Agency	Report Status
<u>SECTION 1: Committee of the Whole</u>		
AB0	Council of the District of Columbia	No data; measures span fiscal years
AC0	Office of the District of Columbia Auditor	Included
BD0	Office of Planning	Included
BJ0	Office of Zoning	Included
GA0	DC Public Schools	Included
GD0	Office of the State Superintendent of Education	Included
GF0	University of the District of Columbia	Included
<u>SECTION 2: Committee on Public Services and Consumer Affairs</u>		
CR0	Department of Consumer and Regulatory Affairs	Included
CT0	Office of Cable Television	Included
CQ0	Office of the Tenant Advocate	In transition during FY 2007
DH0	Public Service Commission	Included
DJ0	Office of the People's Counsel	Included
SR0	Department of Insurance, Securities and Banking	Included
<u>SECTION 3: Committee on Human Services</u>		
JA0	Department of Human Services	Included
JM0	Department on Disability Services	Included
JZ0	Department of Youth Rehabilitation Services	Included
RL0	Child and Family Services Agency	Included
<u>SECTION 4: Committee on Economic Development</u>		
BX0	Commission on the Arts and Humanities	No FY 2007 data submitted
EB0	Office of the Deputy Mayor for Planning and Economic Development	Included
EN0	Department of Small and Local Business Development	Included
ES0	Washington Convention Center Authority	No FY 2007 data submitted
SC0	Sports and Entertainment Commission	No FY 2007 data submitted
TK0	Office of Motion Pictures and Television Development	Included
<u>SECTION 5: Committee on Public Safety and the Judiciary</u>		
BN0	Homeland Security and Emergency Management Agency	Included
CB0	Office of the Attorney General	Included
DQ0	Commission on Judicial Disabilities and Tenure	Included
DV0	Judicial Nominations Commission	Included
FA0	Metropolitan Police Department	Included
FB0	Fire and Emergency Medical Services Department	Included
FE0	Office of Victim Services	In transition during FY 2007
FH0	Office of Police Complaints	Included
FI0	Corrections Information Council	No FY 2007 data submitted
FJ0	Criminal Justice Coordinating Council	Included
FK0	DC National Guard	Included
FL0	Department of Corrections	Included
FS0	Office of Administrative Hearings	Included
FO0	Justice Grants Administration	In transition during FY 2007
FX0	Office of the Chief Medical Examiner	Included
FZ0	DC Sentencing Commission	Included
UC0	Office of Unified Communications	Included

Code	Agency	Report Status
<u>SECTION 6: Committee on Libraries, Parks and Recreation</u>		
CE0	DC Public Library	Included
HA0	Department of Parks and Recreation	Included
<u>SECTION 7: Committee on Finance and Revenue</u>		
AS0	Office of Financial Management	No FY 2007 data submitted
AT0	Office of the Chief Financial Officer	Included
DA0	Board of Real Property and Assessment	No FY 2007 data submitted
DC0	DC Lottery and Charitable Games Control Board	No FY 2007 data submitted
<u>SECTION 8: Committee on Public Works and the Environment</u>		
KA0	District Department of Transportation	Included
KC0	Washington Area Metropolitan Transit Commission	No FY 2007 data submitted
KE0	Washington Area Metropolitan Transit Authority	Included
KG0	District Department of the Environment	Included
KT0	Department of Public Works	Included
KV0	Department of Motor Vehicles	Included
LA0	Water and Sewer Authority	Included
LB0	Washington Aqueduct	No FY 2007 data submitted
LQ0	Alcoholic Beverage Regulatory Administration	Included
TC0	DC Taxicab Commission	Included
<u>SECTION 9: Committee on Workforce Development and Government Operations</u>		
AA0	Office of the Mayor	Included
AD0	Office of the Inspector General	Included
AE0	Office of the City Administrator	Included
AF0	Contract Appeals Board	Included
AM0	Office of Property Management	Included
AP0	Office of Asian Pacific Islander Affairs	Included
BA0	Office of the Secretary	Included
BE0	DC Human Resources	Included
BY0	DC Office on Aging	Included
BZ0	Office of Latino Affairs	Included
CF0	Department of Employment Services	Included
CG0	Public Employee Relations Board	Included
CH0	Office of Employee Appeals	Included
CJ0	Office of Campaign Finance	No FY 2007 data submitted
DY0	DC Retirement Board	Included
HM0	Office of Human Rights	Included
PO0	Office of Contracting and Procurement	Included
RK0	Office of Risk Management	No FY 2007 data submitted
TO0	Office of the Chief Technology Officer	Included
VA0	Office of Veterans Affairs	Included
<u>SECTION 10: Committee on Health</u>		
HC0	Department of Health	Included
RM0	Department of Mental Health	Included
<u>SECTION 11: Committee on Housing and Urban Affairs</u>		
DB0	Department of Housing and Community Development	Included

Department of Consumer and Regulatory Affairs (CR0)

Program 1: Licensing and Permitting

Manager(s): Lennox Douglas, (A) Deputy Director for Permitting and Joseph Schilling, Division Chief, Licensing Operations

Supervisor(s): Linda K. Argo, Director

Program Result: Needs Improvement

DCRA met one of the five targets, however, did not meet the remaining four key result measures in these program areas. Overall, DCRA is showing improvement from FY 2006 in plans reviewed within allocated 30 day timeframe and also in the average processing time for express permits. .

Measure 1.1: Percent of complex plans reviewed within allocated days (30 calendar days)

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	95	95
Actual	N/A	N/A	45.4	68.5	-

Note: For FY 2007 replaces prior "Measure 1.1: Percent of plans reviewed within allocated days" and separates complex and non-complex plan review data collection. FY 2007 measure is 30 calendar days.

Measure 1.2: Percent of non-complex plans reviewed within allocated days (14 calendar days)

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	95	95
Actual	N/A	N/A	83.5	50.8	-

Note: For FY 2007 replaces prior "Measure 1.1: Percent of plans reviewed within allocated days" and separates complex and non-complex plan review data collection. FY 2007 measure is 14 calendar days.

Measure 1.3: Percent of express building permits issued within an identified average processing time (24 hours)

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	30	95	95	95	95
Actual	23	63.69	73.3	81.5	-

Note: For FY 2007 average processing time is 24 hours. Measure name revised from "walk-in" to "express."(3/2007)

Measure 1.4: Percent of permit-related building inspections completed within 48 hours of the request

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	95	95	95	95	95
Actual	97.1	97.61	99.6	67.9	-

Measure 1.5: Percent of identified businesses operating in the District of Columbia that have a current basic business license

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	90	100	100	95	95
Actual	108.5	100	100	100	-

Note: For FY 2007 measure covers the identified businesses, including renewals, that have a current basic business license.

Program 2: Inspections and Enforcement*Manager(s):* Nicholas Majett, Deputy Director, Inspections and Compliance*Supervisor(s):* Linda K. Argo, Director**Program Result:** *Met Expectations*

DCRA exceeded two of the four targets for FY 2007 in Inspections and Enforcement Program.

Measure 2.1:	Percent of business license investigations completed within allocated days (# of days)				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	95	95	95	95	95
Actual	100	99.05	99.9	100	-
Note: FY 2007 target is percent of investigations completed within specific timeframes, which vary by type of investigation. "Business license" inserted for clarity. (3/2007)					

Measure 2.2:	Percent of vacant and abandoned housing units brought into compliance and/or alternative corrective methods to remove blight conditions initiated				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	95	95
Actual	N/A	N/A	-	77	-
Note: For FY 2007 replaces "Percent of vacant and abandoned housing units brought into compliance." "Brought into compliance" refers to compliance with DCMR Title 14. "Alternative corrective methods" are DCRA referrals for additional enforcement action to abate blighted conditions (condemnation, referral to Home Again, etc).					

Measure 2.3:	Percent of commercial weighing/measuring devices investigated bi-annually (# of devices)				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	9414	95	95	95	95
Actual	10793	100	100	100	-

Measure 2.4:	Percent of emergency complaints resolved within 48 hours				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	95	95	96	96	95
Actual	97.8	98.46	99.9	76	-
Note: "Responded to" replaced by "resolved" for clarity and to reflect enhanced accountability. (3/2007)					

Program 3: Agency Management*Manager(s):* Linda K. Argo, Director*Supervisor(s):* Linda K. Argo, Director**Program Result:** *No Rating*

No Agency Management Program rating has been assigned, because only one measure has data. This program will be expanded for FY08.

Measure 3.1:	Percent variance of estimate to actual expenditure (over/under)				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	5	5	5	5	5
Actual	N/A	N/A	-	-	-

Measure 3.2:	Cost of Risk	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	N/A	N/A	N/A	N/A
	Actual	N/A	N/A	-	-	-
Measure 3.3:	Percent of the Mayor's Customer Service Standards Met	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	63	63	63	63
	Actual	N/A	51.6	25	-	-
Measure 3.4:	Percent of Key Result Measures achieved	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	70	70	70	70	70
	Actual	100	80	70	33	-

Office of Cable Television (CT0)

Program 1: Programming

Manager(s): Karen Tolson, Director of Programming

Supervisor(s): Eric Richardson, Interim Executive Director

Program Result: *Exceeded Expectations*

OCT met one of this program's targets by increasing its number of programs by one, and surpassed its target of providing production rates 20% less expensive than the private sector's. Overall OCT exceeded expectations for Programming.

Measure 1.1: Increase in programming

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	2	2	1	1	1
Actual	2	2	2	1	-

Note: This measure is referring to the actual increase in the number of new, original television programs.

Measure 1.2: Percent savings that OCT television production rates offer District agencies in comparison with the average, comparable quality, private sector, general market television production rates

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	20	20	20	20	20
Actual	20	20.65	20.65	20.65	-

Note: FY 2007 target decreased from 25 to 20 percent at agency request (2/9/06).

Program 2: Regulatory

Manager(s): Gordon Boelter, Assistant Attorney General

Supervisor(s): Carl Wilson, General Counsel

Program Result: *Significantly Exceeded Expectations*

OCT significantly exceeded expectations for the Regulatory Program by surpassing the targets for both measures in this program.

Measure 2.1: Percent of OCT identified system failures or irregularities resolved within two business days

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	95	95	90	90	90
Actual	97	98.2	100	100	-

Program 3: Agency Management

Manager(s): Karen Tolson, Director of Programming

Supervisor(s): Eric Richardson, Interim Executive Director

Program Result: *No Rating*

No Agency Management Program rating has been assigned, because only one measure has data. This program will be expanded for FY08.

Measure 3.1:	Percent variance of estimate to actual expenditure (over/under)	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	5	5	5	5	5
	Actual	N/A	N/A	-	-	-
Measure 3.2:	Cost of Risk	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	N/A	N/A	N/A	N/A
	Actual	N/A	N/A	-	-	-
Measure 3.3:	Percent of the Mayor's Customer Service Standards Met	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	63	63	63	63
	Actual	N/A	77.8	92	-	-
Measure 3.4:	Percent of Key Result Measures Achieved	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	70	70	70	70	70
	Actual	100	100	100	100	-

Public Service Commission (DH0)

Program 1: Utilities Regulation Program

Manager(s): Richard A. Beverly, Esq. and Dr. Phylcia Fauntleroy Bowman, Executive Director

Supervisor(s): Agnes A. Yates, Chairperson

Program Result: *Significantly Exceeded Expectations*

The Public Service Commission significantly exceeded expectations for the Utilities Regulation Program. Five of FY 2007's targets were met or significantly exceeded

Measure 1.1: Percent of electric service quality standards not met for which plans for improvement have been requested and implemented

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	N/A	90
Actual	N/A	N/A	-	-	-

Measure 1.2: Percent of gas quality of service standards not met for which plans for improvement have been requested and implemented

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	N/A	90
Actual	N/A	N/A	-	-	-

Measure 1.3: Percent of local telecommunications service quality standards not met for which plans for improvement have been requested and implemented

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	N/A	90
Actual	N/A	N/A	-	-	-

Measure 1.4: Percent of rate cases completed within nine months

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	100	100	100	100	100
Actual	100	100	-	0	-

Note: This measure was not considered for rating agency's performance in FY 2006 because there were no rate cases in that year. Thus, the PSC did not fail this measure in FY 2006 (12/28/06). There were two rate cases (Washington Gas and PEPCO) filed in December 2006. Thus, Commission decisions were due by the end of September 2007. Neither case was completed in 9 months. The Washington Gas rate case was not completed because the Company failed to comply with Commission orders to provide a copy of its outsourcing contract to the Commission and the parties, causing hearings scheduled for August 2007 to be cancelled, unanticipated litigation, and the Commission's levying of a \$350,000 forfeiture on WGL. The case restarted in October 2007. In December 2007, a joint non-unanimous settlement agreement was filed; the Commission held a public interest hearing, and a final order was issued on December 28, 2007.

The PEPCO rate case was not completed on a timely basis.

Measure 1.5: Percent of completed electric licensing applications processed within 45 calendar days

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	90	90	90	90	90
Actual	100	100	100	100	-

Note: Per agency request, KRM wording is changed to include the word "completed" before "electric licensing applications" (4/20/06).

Measure 1.6:	Percent of completed gas licensing applications processed within 20 calendar days				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	90	90	90	90	90
Actual	91.67	33.33	100	100	-

Note: Per agency request, KRM wording is changed to include the word "completed" before "gas licensing applications" (4/20/06).

Measure 1.7:	Percent of telecommunications licensing orders and deficiency letters processed within 15 business days				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	95	90	90	95	90
Actual	94.59	97.37	100	100	-

Note: The targets in the FY 2005-2006 Strategic Plan were 90% to conform to the newly created performance measures for processing electric and gas applications. As per agency request, the measure wording was changed to remove "(of receipt of all required information)" (4/20/06).

Measure 1.8:	Percent of consumers responding to surveys/evaluations that rate outreach activities/services as good or better				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	90	90	90	90	90
Actual	95.35	94.44	100	93.75	-

Measure 1.9:	Percent of consumer complaints resolved informally within 10 working days.				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	65	65	65
Actual	N/A	N/A	64.71	68.05	-

Program 2: Natural Gas Pipeline Safety Program

Supervisor(s): Dr. Phylcia Fauntleroy Bowman, Executive Director and Agnes A. Yates, Chairperson

Program Result: *Significantly Exceeded Expectations*

Results for the Gas Pipeline Safety Program are supplied by the US DOT based on its compliance audit findings. The Public Service Commission achieved a score of 98%, surpassing the target of 90%, and significantly exceeded expectations for this program.

Measure 2.1:	U.S. Department of Transportation audit compliance rating in percent				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	90	90	90	90	90
Actual	100	100	96	98	-

Program 3: Agency Management

Manager(s): Dr. Phylcia Fauntleroy Bowman, Executive Director and Jesse P. Clay, Jr., Deputy Executive Director for Administrative Matters

Supervisor(s): Agnes A. Yates, Chairperson

Program Result: *No Rating*

No Agency Management Program rating has been assigned, because only one measure has data. This program will be expanded for FY08.

Measure 3.1:	Percent variance of estimate to actual expenditure (over/under)	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	5	5	5	5	5
	Actual	4.83	1.73	1.43	-	-
Measure 3.2:	Cost of Risk	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	N/A	N/A	N/A	N/A
	Actual	N/A	N/A	-	-	-
Measure 3.3:	Percent of the Mayor's Customer Service standards met	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	63	63	63	63
	Actual	N/A	41	58	-	-
Measure 3.4:	Percent of Key Result Measures achieved	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	70	70	70	70	70
	Actual	100	83	100	88.9	-

Office of the People's Counsel (DJ0)

Program 1: People's Counsel

Manager(s): Sandra Mattavous-Frye & Herbert H. Jones

Supervisor(s): Elizabeth A. Noel, Esq., People's Counsel

Program Result: *Exceeded Expectations*

Office of the People's Counsel exceeded expectations for its three targets.

Measure 1.1:	Percent of consumer complaints resolved					
		FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	75	75	75	75
	Actual	N/A	N/A	-	99	-

Measure 1.2:	Percent of survey respondents indicating increased knowledge of utility issues					
		FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	55	55	55	55
	Actual	N/A	N/A	-	98	-

Measure 1.3:	Percent change in utility requests for rate increases					
		FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	65	65	65	65
	Actual	N/A	N/A	-	0	-

Program 2: Agency Management

Manager(s): Derryl Stewart King & Darlene Williams-Wake

Supervisor(s): Elizabeth A. Noel, Esq., People's Counsel

Program Result: *No Rating*

No Agency Management Program rating has been assigned, because only one measure has data. This program will be expanded for FY08.

Measure 2.1:	Percent variance of estimate to actual expenditure (over/under)					
		FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	5	5	5	5
	Actual	N/A	N/A	-	-	-

Measure 2.2:	Percent of the Mayor's Customer Service Standards Met					
		FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	N/A	63	63	63
	Actual	N/A	N/A	-	-	-
	Note: New measure in FY 2006.					

Measure 2.3:	Percent of Key Result Measures achieved					
		FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	70	70	70	70
	Actual	N/A	N/A	-	67	-

Department of Insurance, Securities and Banking (SR0)

Program 1: Insurance Bureau

Manager(s): Philip Barlow, Associate Commissioner for Insurance

Supervisor(s): Thomas E. Hampton, Commissioner

Program Result: *Exceeded Expectations*

The Department of Insurance, Securities and Banking exceeded expectations for the Insurance Bureau Program.

Measure 1.1: Percent of electronic form filings approved, accepted or rejected within 30 days of receipt

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	85	85	85
Actual	N/A	N/A	93	97.98	-

Note: New measure for FY 2006.

Measure 1.2: Percent of hard copy policy forms processed as accepted or rejected within 45 days of receipt

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	90	90	92	92	92
Actual	98	95.98	91.8	96.09	-

Measure 1.3: Percent of licensed domestic insurance company examinations finalized within a fiscal year

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	100	100	100	100
Actual	N/A	100	100	100	-

Note: Measure name was originally "Percent of licensed domestic insurance companies examined within a fiscal year." Revised to more precisely describe agency activity. (1/20/2006) One third of companies are required to be examined each year: the target represents 100% of this required one third.

Measure 1.4: Percent of written complaints that are resolved within 45 days of receipt

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	95	95	95	95	95
Actual	98	100	65.6	62.36	-

Measure 1.5: Percent of premium rate filings reviewed within statutory time frame

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	90	90	90
Actual	N/A	88.16	91.7	89.8	-

Note: New measure for FY 2006. FY 2005 performance reported as a baseline for setting FY 2006-2008 targets (1/23/2006).

Measure 1.6: Percent of domestic insurance company financial analyses completed in accordance with department/NAIC guidelines

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	100	100	95
Actual	N/A	N/A	100	100	-

Note: New measure for FY 2006.

Measure 1.7:	Percent of market conduct level I analyses completed				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	100	100
Actual	N/A	N/A	-	95.32	-
Note: New measure for FY 2007.					

Measure 1.8:	Percent of foreign company license applications approved and issued within 45 days of receipt				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	95	95
Actual	N/A	N/A	-	92.31	-
Note: New measure for FY 2007.					

Program 2: Securities Bureau

Manager(s): Theodore Miles, Associate Commissioner for Securities

Supervisor(s): Thomas E. Hampton, Commissioner

Program Result: *Exceeded Expectations*

DC DISB exceeded expectations for the Securities Bureau Program. Two of this program's four targets were surpassed while the third met expectations and the fourth significantly surpassed expectations.

Measure 2.1:	Percent of the securities registrations cleared by the Securities Bureau within 60 days				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	95	95	95	95	95
Actual	98	86.11	85.1	87.84	-
Note: Previously written as "Percent of the securities offerings reviewed by Securities Bureau".					

Measure 2.2:	Percent of DC-based investment advisor firms examined within 12 months				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	10	15	15	15	20
Actual	10	22.4	28.2	33.61	-

Measure 2.3:	Percent of the broker dealer and investment advisor firm licenses processed within 30 days of receipt				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	90	93	93	95	93
Actual	96	98.5	99	98.94	-
Note: Previously written as "Percent of the applications process completed within 25 days". Timeframe amended from 25 to 30 days in response to OIG findings, per agency request. (4/14/2006)					

Measure 2.4:	Percent of securities notice filings processed within 30 days				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	95	100	95
Actual	N/A	100	95.1	99.58	-
Note: Previously reported as "Securities Offerings acknowledged within 30 days." Calculation of this performance measure was revised by the agency in mid-FY 2005. FY 2005 serves as a baseline year for setting future performance targets. (1/23/2006) FY 2006 target corrected from 100% to 95%. (4/14/2006)					

Program 3: Enforcement Bureau*Manager(s):* Stephen Perry, Associate Commissioner for Enforcement and Investigations*Supervisor(s):* Thomas E. Hampton, Commissioner**Program Result:** *Significantly Exceeded Expectations*

DISB significantly exceeded expectations for the Enforcement Bureau by meeting the target for one and surpassing the target for the other of this program's two KRMs.

Measure 3.1: Percent of insurance company anti-fraud plans reviewed within 15 days of receipt.

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	100	100	100	100	100
Actual	100	100	100	100	-

Note: Previously written as "Percent compliance with filings of insurance anti-fraud plans within 6 months of licensing date". Measure name further revised from "Percent of insurance company anti-fraud plans filed and reviewed within 6 months of company licensing date". Timeframe changed from 30 to 15 days at Council and agency request. (3/2007)

Measure 3.2: Percent of open investigative cases reviewed within 90 days for correctness and compliance with investigative procedures.

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	75	80	80	85
Actual	N/A	90.16	96.4	98.1	

Note: This measure has been modified from the original wording, "cases closed". The agency is responsible for providing a completed investigative case file. Cases are closed after consultation with the US Attorney Office and other staff outside of DISB. Measure name further revised from, "Percent of investigative cases completed within 90 days" to more fully describe agency activity (1/20/2006).

Program 4: Banking Bureau*Manager(s):* Howard Amer, Associate Commissioner for Banking*Supervisor(s):* Thomas Hampton, Commissioner**Program Result:** *Significantly Exceeded Expectations*

DC DISB significantly exceeded expectations for the Banking Bureau Program. Results for three of this program's four measures significantly surpassed expectations while the fourth measure met expectations.

Measure 4.1: Percent of BankingBureau@DC.gov email enquiries resolved within 5 business days

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	90	90	90
Actual	N/A	N/A	96.7	97.8	-

Note: New measure FY 2006

Measure 4.2: Percent of non-depository institution examinations completed within 90 days

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	N/A	90	90
Actual	N/A	N/A	-	86.24	-

Note: New measure for FY 2007.

Measure 4.3:	Percent of written consumer complaints resolved within 45 days of receipt				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	95	95	95
Actual	N/A	N/A	98.6	100	-
Note: New measure in FY 2006.					

Measure 4.4:	Percent of non-depository financial institutions applications (initial and renewal) completed and processed				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	50	70	75	75	85
Actual	N/A	129	90.3	88.63	-
Note: Measure revised from "Percent of financial institution applications (initial and renewal) processed by the Department within 45 days of receipt as completed application" in mid-FY 2005 (1/23/2006).					

Program 5: Risk Financing Bureau

Manager(s): Dana Sheppard, Associate Commissioner for Risk Finance

Supervisor(s): Thomas Hampton, Commissioner

Program Result: *Significantly Exceeded Expectations*

DC DISB significantly exceeded expectations for the Risk Financing Program. The targets for the Risk Financing Bureau were significantly surpassed.

Measure 5.1:	Percent of captive insurance company applications processed within 30 days of receipt of completed application				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	90	90	90	90
Actual	N/A	100	100	100	-
Note: New measure for FY 2005.					

Measure 5.2:	Percent of captive insurance companies financial analyses completed in accordance with department/NAIC guidelines.				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	N/A	N/A	95	95	95
Actual	N/A	N/A	100	97.12	-
Note: New measure for FY 2006. Title formerly, "Percent of captive insurance companies examined within statutory timeframes."					

Program 6: Agency Management

Supervisor(s): Thomas Hampton, Commissioner

Program Result: *No Rating*

No Agency Management Program rating has been assigned, because only one measure has data. This program will be expanded for FY08.

Measure 6.1:	Percent variance of estimate to actual expenditure (over/under)				
	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Target	5	5	5	5	5
Actual	N/A	N/A	-	-	-

Measure 6.2:	Cost of Risk	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	N/A	N/A	N/A	N/A
	Actual	N/A	N/A	-	-	-
Measure 6.3:	Percent of the Mayor's Customer Service Standards Met	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	N/A	63	63	63	63
	Actual	N/A	55.6	37.5	-	-
Measure 6.4:	Percent of Key Result Measures Achieved	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
	Target	70	70	70	70	70
	Actual	100	86.7	78.9	65	-